

Service-based complaints – complaints against the Landscape Institute

We continually seek to improve on the standard of our service but recognise there may be occasions when things go wrong. We welcome feedback and suggestions about things we do well, where there is room for improvement and ideas about what we should be doing in the future.

What is a service-based complaint?

We consider a service-based complaint to be any expression of dissatisfaction with a service provided by the Landscape Institute or the way it operates. This dissatisfaction might arise from an area or programme of work in which the Institute is involved, or from the actions of a member of staff or other representative who is not a member of the Institute.

For complaints about members of the Institute there is a separate Code of Conduct and Disciplinary Process which can be found in the [Professional Conduct](#) section of the website.

What to do if you have a service-based complaint

If things do go wrong, we appreciate the opportunity to put them right. Most complaints can be sorted out quite simply by discussing your problem at the point of service/contact. If time has elapsed since the initial point of service you should contact the person or department you originally dealt with about your complaint by phone or email. We can usually sort out mistakes and misunderstandings quickly at this stage. If you are not sure whom to contact, you can find a list of services and contact details [online](#).

When to raise a formal complaint

If your complaint has not been satisfactorily resolved, you may then register a formal complaint via the Chief Executive or Honorary Secretary. The complaint should be submitted no later than 2 months after the occurrence.

What you need to provide

We ask that you provide as much information as possible to allow us to investigate your complaint. This should include some or all of the following:

- your name and a valid email or home address for receipt of reply, telephone number
- a clear description of your complaint
- copies of any relevant correspondence between yourself and the Institution

What we do next

Investigate the complaint

The Chief Executive or Honorary Secretary will allocate a senior member of staff as the Complaints Manager for your complaint who will manage the investigation and advise you of the outcome. The investigation will involve a thorough review of all the related and relevant correspondence between the Institute and yourself in relation to the complaint. It may also involve liaising with third parties. The Complaints Manager will form an opinion on whether:

- the complaint has been handled correctly, and as well as it could have been
- all the questions reasonably raised by the complainant have been answered
- there has been any kind of injustice or hardship as a result of the Institution's service.

The outcome of handling the complaint should be to provide a "fair and proportionate" remedy.

Right of Appeal

If you are not content with the reply that the Complaints Manager provides, the next step would be to appeal against your reply to the Chief Executive or President. Once the Chief Executive or President has considered the complaint, their decision is final. They will acknowledge any further correspondence but, unless any new issues are raised that the Chief Executive or President considers significant, no further responses will be sent. Once the final decision has been taken, the Landscape Institute will endeavour to learn from the process and any issues raised in order to strengthen the way in which we provide our services.

How to make a complaint

To make a complaint you need to contact the Institutes Chief Executive or Honorary Secretary. You can do this using one of the following methods:

By post

Chief Executive or Honorary Secretary
Landscape Institute
85 Tottenham Court Road
London W1T 4TQ

By email

ceo@landscapeinstitute.org